

Garratt's Damp & Timber Complaints Procedure

If you're not completely happy with our service we'd like to hear about it, that way we can put it right. We do everything we can to make sure our customers receive the best products and service possible; however, sometimes we may not get things right first time.

- We want to**
- Make it easy for you to tell us what went wrong
 - Give your complaint the attention it deserves
 - Resolve your complaint fairly and without delay
 - Make sure you are satisfied with how your complaint was handled

How and where to complain

If you are not satisfied with any aspect of our service or products you can tell us about your complaint in the following ways:

In writing – 39 The Workshop, Marlin Square, Abbots Langley, Herts, WD5 0EG

By Telephone – 01923 260510, 01923 260520

By email – garrattsdamp@gmail.com

How long will it take?

We will aim to resolve your complaint within 7 business days. If the complaint process is taking longer than this we will email you with the following updates:

- Why we have not resolved your complaint
- Who is dealing with your complaint
- When we will contact you again

We will usually resolve your complaint quickly, but if it is complex it may take longer. We will keep you informed on a regular basis but if you need an update please call us on the number above and ask to speak to the person dealing with your complaint.

If we cannot reach an agreement with you

If we can't agree a solution within 8 Weeks and your complaint relates to our service we will:

- Send you a letter giving our reasons for the delay and an indication of when we expect to provide a final decision; or
- Issue a final decision letter which will explain our final position.

Our aim is to resolve all complaints internally. However, if after receiving our final decision letter or 8 weeks have passed you may have the right to refer your complaint to the Federation of Master Builders (FMB) Disputes Service. Garratt's Damp & Timber are members of this Trade Association (membership no. 214808.) The FMB are an approved Alternative Dispute Resolution body and can provide a conciliation service for our customers.

FMB process cannot be considered if:

- You have not tried to resolve the dispute directly in writing with Garratt's Damp & Timber Ltd;
- The work was carried out by the company before the business became a Member of the FMB.
- The work carried out by the company has been rectified and/or completed by another business;
- You do not wish Garratt's Damp & Timber Ltd to return to site;
- The dispute is being considered by the courts or is being dealt with by another Alternative Dispute Resolution (ADR) Body;

GARRATT'S LTD
DAMP & TIMBER

THE WORKSHOP, 39 MARLIN SQUARE, ABBOTS LANGLEY, HERTFORDSHIRE. WD5 0EG
TELEPHONE 01923-260510 / 260520 MOBILE 07961-946289
email: garrattsdamp@gmail.com www.dampproofing-london.co.uk

If it is over six years (five years in Scotland) since the building work was carried out by Garratt's Damp & Timber Ltd. (Unless the complaint relates to a guarantee which is still valid).

Federation of Master Builders

If you want the FMB to look into your complaint you may contact the FMB Disputes service at:

FMB Disputes Office

Tel: [01223 463 111](tel:01223463111)

Email: disputes@fmb.org.uk

Further helpful information can be obtained from visiting their web site at: www.fmb.org.uk